

**Paper Reference 20161K**  
**Pearson BTEC Level 3**  
**Nationals Extended Diploma**

**INFORMATION TECHNOLOGY**  
**UNIT 14: IT SERVICE DELIVERY**

**(PART A)**

**January 2021 Series**

**Maximum of 3 hours (plus your additional time allowance) across a period of 2 weeks.**

**X67701A**

**ITEMS INCLUDED WITH QUESTION PAPER**

- **Instructions to Teachers / Tutors.**
- **Instructions for Learners.**
- **Set Task Brief.**

**INSTRUCTIONS**

- **Part A** contains material for the completion of the preparatory work for **Part B**.

**There are no marks awarded for Part A.**

- **Part A** must be taken over a maximum of 3 hours (plus your additional time allowance) across a period of 2 weeks.
  - **Part A** should be given to learners 2 weeks before taking **Part B** of the assessment, so that learners can start the preparatory period in advance of the supervised assessment period.
  - **Part A** is specific to each series and this material must be issued only to learners who have been entered to take the task in that series.
  - **Part B** materials for the set task will be issued before the start of the supervised assessment period according to the guidance in the specification.
  - **This booklet should not be returned to Pearson.**
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## **Part A SET TASK**

**You are advised to spend a maximum of 3 hours (plus your additional time allowance) doing your research.**

**You will research the IT service delivery requirements that are relevant to the hospitality sector. You should research similar organisations of this size and type in the hospitality sector and you should consider:**

- **hardware requirements**
- **software requirements**
- **data and information requirements**
- **relevant IT legislation.**

**Specifically, for future developments, you may want to investigate the IT service delivery requirements of:**

- **updating the website to include online restaurant bookings**
- **providing technology for customers to order their meals from their tables**
- **installing a digital menu board.**

**(continued on the next page)**

**Turn over**

**Set Task. continued.**

**In Part B** you will design and plan the IT service delivery solution for Rodri's in relation to the IT service delivery life cycle. You will be able to take two sides of individually prepared hard copy A4 research notes into **Part B** of the set task.

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